

**ACTION POINTS ARISING FROM HOLBORN DMC MEETING
ON 11th January 2023**

Item	Action	Responsible Individual/ Department	Comments
6.	January DMC HRA Budget 2023/24 and Rent Setting Report		
	A breakdown of how the caretaking funds are spent to be provided, to aid understanding of the service charge.	Dilip Shah, Principal Caretaking Manager	Attached is the Service Charge Guide Document that provides comprehensive information on how service charges are calculated including the direct and indirect costs and overheads.
	An examination of contracts, including how they were working, what was being paid for and whether the charges were reasonable, to be conducted with other DMCs.	Peter Wright, Chair of Holborn DMC	Agreed with other DMC Chairs as an agenda item for this DMC round
	Information previously provided on the support available for residents to be reshared with DMC representatives.	Dermott Mullan, Landlord Services Manager	Information on support available from the council, other local voluntary community organisations is details on the attached that was circulate in the last three DMC agenda packs
	A list of voluntary and community sector organisations that can support residents to be collated and circulated.	Dermott Mullan, Landlord Services Manager	
	Work to be undertaken on encouraging energy efficiency by residents in homes and the energy efficient use of communal areas.	Susanne Afra Head of Capital Works	The Council has a variety of support in place for residents which is listed below. Several retrofit pilot projects are also being delivered from which officers will learn (<i>see table below</i>). For more information and to find out what support is available to them residents can contact the team leading on the programme via Retrofit@camden.gov.uk

Warm homes	<ul style="list-style-type: none"> ❑ The Green Camden Helpline provides fuel advice to residents ❑ The Green Homes Grant is aimed at improving the energy efficiency in fuel-poor energy inefficient households ❑ The Camden Climate Fund is aimed at energy efficiency improvements to homes looking to reduce their energy bills and carbon emissions. 	<ul style="list-style-type: none"> ❑ Targeted mailout for private rented sector residents to call for advice on how to reduce their energy bills or fuel debt ❑ 'Well and Warm' home energy visits undertaken to help vulnerable residents keep warm and lower fuel bills (cross-tenure) ❑ Camden's Warm Home Grant is discretionary assistance for low-income households for the installation of energy-efficient/low carbon measures
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HELP WITH MONEY FOR COUNCIL TENANTS

Who from?

- **Neighbourhood housing officers**_(NHOS) manage rent accounts and are trained in money conversations, basic benefits and sources of help. Can agree payment plans and provide advice and help. Tenants and leaseholders can identify their NHO here [Your Neighbourhood Housing Officer - Camden Council](#)
- **Welfare Rights Team** (WRT) 5 benefits advisors and 2 debt advisors. NHOs (and other officers) can refer to the team for specialist input / casework and advocacy. Duty system supports NHOs to support tenants.
- **Camden Advice Network:** incl Citizens Advice, Age UK, Mary Ward Legal Centre and Camden Community Law Centre. Contact details are here: [Advice on money, benefits and debt - Camden Council](#)
- **Contact Camden:** welfare support team can signpost callers to sources of advice and help 020 7974 4444 option 9.
- **The Green Camden Helpline** helps with energy efficiency measures, reducing energy bills and sources of support with bills
- **The Council's website** has improved information about advice and support: [What benefits and support are available? - Camden Council](#)
- **Citizens Advice, Shelter, Money Advice Service or StepChange** websites etc
- **Good Work Camden** for employment support. We work closely with GWC to integrate money and employment support for tenants
- **Find Food Support in Camden** website – helps residents identify food banks and other support near them. NHOs and other services can issue food bank vouchers
- **Key workers**, support workers, social workers and care coordinators can be a link to other services and advocate for tenants. ASC and Children's services have their own specialist advisors and tenants may prefer to speak to whoever knows them best.

- **WISH Plus** (warmth, income, safety and health) is part of the care navigation and social prescribing service with Age UK. If anyone wants help identifying services, WISH can help to access around 30 services from one referral / assessment. Tenants can refer themselves on the Council's website or by phone.
- **Services for TMO tenants** (tenant managed organisations). The Council manages rent accounts for TMOs in a small rent team with strong links to support services. TMO tenants may also be supported by the Council's floating support service.
- **Help with drug or alcohol problems** landlord services can link tenants who are spending money on addictions to services that can help
- **Mental health and wellbeing** housing staff can refer tenants who are suffering from anxiety, stress or depression due to money worries for specialist support. Our in-house psychology team (the PICT¹ team) supports staff with these conversations.
- **Charities** our guidance hub for staff includes details of charities to approach for help

What help is there?

- **Payment plans** for rent arrears tailored around the individual including:
- **Managed payments²** direct from the DWP to the Council from Universal Credit (UC)
- Heating and hot water charges can be paid from benefit for housing benefit claimants but not for UC claimants
- **Discretionary Housing Payments (DHPs)**
- For tenants on HB or UC for housing costs who still need help to pay rent (e.g. because of a shortfall in benefit due to the bedroom tax or benefit cap). Apply on the Council's website or via Contact Camden.
- **Council Tax Support** reduces council tax for people on low incomes. Anyone not working or who earns less than £86.80pw pays nothing. Apply on our website.
- **Council tax discounts and exemptions**
- some tenants may be eligible for money off their council tax, or an exemption, because of their situation rather than their income
- **Thames Water WaterHelp scheme** (previously WaterSure Plus) or WaterSure schemes can reduce water bills by up to 50%. Contact Thames Water to apply.
- **Local Welfare Assistance Fund** crisis payments for people with an urgent need for a one-off payment for urgent need e.g. for food or a utility bill. Apply on the website.
- **Help with scams and financial abuse** – all housing staff have safeguarding training reminding them to be alert to the possibility of financial and domestic abuse when working with tenants in arrears and, when applicable, to raise a safeguarding alert with social services. You can raise a safeguarding alert about a vulnerable adult on 020 7974 4000 (option1) or at adultsocialcare@camden.gov.uk.

There is information about raising a safeguarding alert for children or people with children here [Children's safeguarding and social work - Camden Council](#)

¹ PICT = Psychologically informed consultation and training

²<https://www.gov.uk/government/publications/universal-credit-and-rented-housing--2/universal-credit-and-rented-housing->

Note: If tenants are in rent arrears or need help with money we usually guide them to their NHO but there are other sources of help if their NHO is out and about or on leave. Contact Camden (020 7974 4444 option 9) can signpost to help, and / or pass a message on to the NHO, and WISH+ can also be contacted directly on the website or by phone.

There is more information on our staff guidance hub here: [Financial help & accessing support | Housing \(camden.gov.uk\)](#) (just click on the top left hand tile on any page to go back).